



EXCELLENCE IN EDUCATION

# Job Announcement

Diagnostic Center – Northern California  
39100 Gallaudet Drive  
Fremont, CA 94538  
(510) 794-2500

**POSITION:** Information Systems Technician  
**SALARY:** Range A \$2,480 - 2,870 per month  
Range B \$2,579 – 3,293 per month  
Range C \$2,928 – 3,737 per month  
**Time Base:** Full Time

**DUTIES:** Under the direction of the Director of Diagnostic Center, the Information Systems Technician is expected to perform various tasks for all Diagnostic Center staff:

- Software Support: Troubleshoot and resolve problems in a MS Windows environment, including Windows 2000, Windows XP, Word Processing, Spreadsheet, Electronic Mail accounts and other specialized software applications. Coordinate with Staff Information Systems Analyst (SISA) when necessary. This position is required to install, update, inventory and secure software for desktop, laptops and other equipment as necessary.
- Hardware Support: Perform hardware troubleshooting and support functions to aid end user at Diagnostic Center. Install and secure workstations and laptops according to SISA specifications. Coordinate moves of workstations, printers, and other equipment.
- User Support: Serves as the single point of contact by way of the service desk to end users. The Information Systems Technician determines and documents the nature of the problem, resolves it and follows-up with the end user to make sure the resolution is permanent.
- IT Department Support: Serves as the main point of contact for procurement of IT goods and services. Maintains detailed information regarding purchasing, inventory, delivery, repair and maintenance of IT goods and services. Regularly communicates project status and solutions with SISA and Diagnostic Center Director to maintain on-going and efficient services.
- Website support: maintain website, page design updates, form design
- AV support: maintain audio/visual equipment, check-in/out equipment as needed

### **DESIRABLE SKILLS**

- Strong personal computer skills working MS Office Suite
- Ability to work within time constraints as a member of a team or independently.
- Ability to communicate effectively, both verbally and in writing.
- Knowledge of office procedures.
- Excellent organizational skills, including the ability to set priorities and take initiative.
- Knowledge of form design, web design, database development

### **Who May Apply:**

Individuals who have list eligibility, are in a class transferable to, or have reinstatement rights for this class. All applicants must clearly indicate basis of their eligibility in Box 1 on the standard State Application Form STD 678.

Employment provisions as outlined by the Department of Personnel Administration's State Restriction of Appointment (SROA) policy prevail. In addition, current or future executive orders relative to filling vacant positions may also affect this process.

**How to apply:** Submit a State Application (Form 678) to:

Mary Anne Nielsen, Diagnostic Center, North,  
39100 Gallaudet Drive, Fremont, CA 94538  
(510) 794-2500, FAX (510) 794-2513

**FINAL FILING DATE: July 22, 2008 or until filled**